

ABSTRACT

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A computerized recall management tool permits an organization to recognize and proactively manage events that can indicate a need to initiate a product recall. Product performance data often is made available to an organization through very diverse communication channels, including from customers, distributors, suppliers, governmental or industry agencies in addition to its internal manufacturing and testing sources. The recall management tool may include modules to recognize patterns of product defects from product performance data, to model an extent to which a product defect may proliferate throughout its distributed products, to alert operators when such patterns are detected, to manage regulatory reporting events and other notification milestones and to manage a recall itself.